

Office of the Employee Ombud

Training Catalog

Courses Available City Wide via Cornerstone

Preventing Racism in the Workplace (2 hours)

This course gives employees the skills to prevent racism by recognizing their own biases, understanding racism's institutional affects, and providing them the skills to resolve interpersonal conflicts stemming from racialized conduct in the workplace. This training is an invitation to have a conversation about embracing race, owning the problem, and the solution.

By the end of this training participants will be able to:

- Define racism
- Identify the different types of racism
- Identify racism in the workplace
- Engage with colleagues around the topic of race

Bystander Intervention (2 hours)

As colleagues working together in the City, engaging the healthy majority in reinforcing workplace values is an effective way to prevent discrimination, harassment, micro-aggressions and other forms of undesirable workplace behavior. Our Bystander Intervention model centers around the idea that every one of us has a critical role to play and shares responsibility to create a positive workspace. The main goal of this training is to give employees strategies and tools that they can use as an active bystander whenever they witness problematic behavior in the workplace. The goal of this course is to enable individuals to intervene as active bystanders when confronted with instances of discrimination, harassment and other forms of misconduct at work.

By the end of the training participants will:

- Develop an awareness of early warning signs
- Understand barriers to intervention
- Learn about different strategies to intervene
- Practice using intervention strategies in real-life scenarios



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Preventing Discrimination & Harassment in the Workplace (2 hours)

Our Preventing Discrimination & Harassment in the Workplace training applies a bystander intervention framework specifically to instances of discrimination at work. The training provides participants with a thorough understanding of their role in creating and promoting a safe and welcoming work environment. Employees learn how to identify the different facets of discrimination at work, explore their own biases related to discrimination, and know how to respond if they encounter discrimination at work.

By the end of this training participants will be able to:

- Identify their own biases related to discrimination
- Understand and be able to articulate the difference between actual and perceived discrimination
- Understand how to respond if they encounter discrimination at work
- Identify inclusion issues in which further discussion and planning needs to take place in their own workplaces
- Create a plan for taking action after completion of the training

Conflict Management (2 hours)

Conflict is inevitable. Everyone has had conflicts and will probably experience them again in the future. Our Conflict Management training presents tools and techniques so participants can more confidently deal with workplace conflict. The program explores the definition of workplace conflict and explores a conflict management process. By the end of the session, participants gain a basic understanding of conflict management, conflict mitigation and resolution techniques. Participants will also learn about different conflict resolution styles and will discover their own preferred style.

By the end of this training participants will:

- Learn, practice and follow a process of resolving conflict
- Become more confident in handling interpersonal and common workplace conflict situations
- Find out their own preferred style of resolving conflict and become aware of the different styles of resolving conflict
- Learn a step-by-step process of successfully mediating conflict between two parties



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Available Upon Request/Customized for Each Unit

Trauma Informed Care (2 hours)

Most people have experienced at least one traumatic event in their lives. Employers must realize the widespread impact of trauma and understand potential paths for recovery. This training provides the tools to recognize the signs and symptoms of trauma in service providers, clients, families, staff and others involved. It helps managers, supervisors and colleagues respond by fully integrating knowledge about trauma into policies, procedures, and practices as we seek to actively resist re-traumatization. This 2-hour, interactive training is unit-specific and available upon request. It will equip you to respond to your friends, family, coworkers and clients in a manner that promotes healing.

By the end of this training participants will learn:

- The effects of trauma
- The 6 principles of Trauma Informed Care
- The benefits and best practices of peer support groups
- Practical application of Trauma Informed Care in the workplace
- What we can do to prevent re-traumatization

Effective Management (2 hours)

This 4-hour course teaches key management tenets such as setting clear objectives, monitoring performance, and giving/receiving feedback.

By the end of this training course participants will be able to:

- Identify the personal qualities and skills of an effective manager/supervisor
- Recognize the importance of setting clear objectives and instructions to facilitate good performance
- Understand the key concept of situational leadership

Effective Feedback (1.5 hours)

One of the most challenging responsibilities of leadership is providing feedback to employees in a way that inspires growth and can be received positively. This course explores valuable tools managers can use to provide staff with feedback that produces positive results. Additionally, participants will learn how to receive feedback as an invaluable tool for their leadership development.



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By the end of this training course participants will be able to:

- Understand and apply adaptive skills
- Recognize the importance of Emotional Intelligence (EQ) when giving and receiving feedback
- Learn techniques for receiving feedback non-defensively
- Understand and distinguish the 3 levels of giving feedback:
 - Basic
 - Intermediate
 - Advanced

Cultural Intelligence

Because of globalization, the world of today is a lot more interconnected and diverse than ever. We are more likely than ever to work and connect with people who come from cultures that are different from our own. People from different cultures have different values and different behaviors, which can present unique communication challenges and barriers. During this training, we will find out what we need to be aware of when communicating with people from different cultures. We will develop a better understanding of how we can increase our own cultural intelligence to break down those barriers and engage in effective cross-cultural communication.

By the end of this session, participants will be able to:

- Define culture and cultural intelligence
- Identify benefits and barriers to intercultural communication
- Plan and implement strategies to improve their cultural intelligence



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